

FAQ (Frequently Asked Questions)  
for Zoning By-law Amendments for 19 Lynnwood Avenue & Lot 39 Central Avenue  
McNally Hospice Expansion

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**#1. Is there really a need for more hospice services?**

Currently, in the Niagara Region there exists Hospice Niagara's Stabler Centre (10 beds) and McNally House (6 beds) to serve Niagara's 448,000 residents. Seventeen (17) hospice beds at hospitals in the Region will either be eliminated or not added to in the next five years. The Provincial Auditor General's guidance is ten (10) hospice beds per 100,000 population. Therefore, the Niagara Region is underserved when it comes to hospice beds.

Hospice Niagara has expansion plans that will see twenty (20) additional beds located in Fort Erie and Welland. McNally House's expansion will add four (4) more beds to the hospice, for a total of ten (10).

As West Niagara's population is rapidly growing, the additional four (4) hospice beds will ensure that West Niagara residents are able to access this service close to their homes for themselves and loved ones.

**#2. Why is the expansion of McNally House, specifically necessary?**

McNally House is at more than 90% capacity for most of the year. In 2019, prior to COVID-related bed closures, 120 people received hospice care, but 24 people were not able to access services because a bed was not available.

The demand for services often means West Niagara loved ones must attempt to access Hospice services outside of the local community, at Hospice Niagara in St. Catharines or even outside of the Niagara Region.

The expansion includes a proposed Day Hospice, which is a new service. Day hospices are traditionally associated with hospices in Ontario, but one is not currently available in West Niagara.

The services provided at the day hospice are for those who are not yet at end-of-life care. These peer-to-peer services benefit clients and caregivers.

**#3. Doesn't McNally House only serve a small percentage of the population?**

McNally House has served more than 1100 clients at end-of-life care since opening in 2008, however, for each of those individuals in hospice care, support was provided to, on average, five (5) related family members. Therefore, more than 5000 people have used McNally House's services, with the majority coming from West Niagara.

The new Day Hospice service will allow hundreds more people and their families to get help when dealing with a life-limiting illness. Hospices across Ontario have been adding day hospices for many

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years to fill the care gap so many people experience from the time they get a life-limiting illness to when they die.

Considering the nature of the service provided at McNally Hospice, Grimsby residents will not have to travel far for this palliative care, end-of-life service. The four new beds for McNally House's residential hospice will help ensure that we do not have to turn people away, like in 2019, when 24 people and their families were not able to access services at McNally House due to beds not being available.

**# 4. The McNally House expansion has been described as a Regional facility. Should it be located somewhere else?**

Recognition of the integral role McNally House plays in palliative care in the Niagara Region allowed the organization to access funding through regional government.

In July 2021, Regional Council approved \$4 million in funding for Hospice Niagara's expansion. At the time, several Regional Council members verbally stated that they would treat McNally House in a similar manner. In December, Niagara Regional Council approved their 2022 budget, which will see a total \$1.1 million (\$220K over 5 years) contribution for the McNally House expansion.

Niagara hospices do act as a network. If no bed is available at a Hospice Niagara facility but one is available at McNally House, we will make that bed available, and vice versa.

**# 5. Why can't McNally House look for a second site or another location that is more appropriate for the operation?**

The proposed new building is on Institutionally zoned lands. McNally House is an integral part of the Campus of Care, which also houses West Lincoln Memorial Hospital (WLMH) and Deer Park Villa, the long-term care facility. The Campus of Care will create a healthcare centre of excellence within West Niagara – a hub of care that can cover many of the healthcare needs in the community, from the beginning of life through to the end-of-life. In addition, McNally House and WLHM share a Medical Director and Psycho-Spiritual Clinician.

McNally House is only thirteen (13) years old, therefore, it is more appropriate to repurpose it as the day hospice. Also, for organization efficiency and service delivery it is most prudent to have both the hospice and day hospice co-located.

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**#6 Would't it have been more appropriate for McNally House to expand the existing building?**

McNally House engaged an architectural firm to review the existing building for expansion. It was not possible structurally to add an additional floor on top of the bungalow-styled building. An addition outward was not possible because of restrictions related to the watercourse and proximity to Central Avenue.

**#7 Why wasn't a 10-bed hospice contemplated when McNally House was originally constructed?**

The original building was built to meet the needs of the community at the time. In 2008, the Provincial standard was six (6) hospice beds for a population the size of West Lincoln. A 2018 study on Palliative Care by the Ministry of Health and Long-Term Care recommended that ten (10) hospice beds should be available for every 100,000 people. The proposed expansion meets that palliative care need and the growing population of Grimsby (and West Niagara).

The original building is being repurposed as a Day Hospice meeting the need in the community for psycho-spiritual supports and grief and bereavement counselling.

The proposed expansion meets the growth needs of McNally House. Although some hospices may have a dozen beds, beyond that amount becomes more of an institutional setting, contrary to the residential-styled setting.

The proposed expansion will meet the future needs of McNally House and its clientele.

**#8. There's been several neighbourhood meetings, yet nothing has changed. Why isn't McNally House listening?**

There have been changes and modifications throughout the process based on feedback from the neighbouring residents. Neighbours have expressed that if the expansion was to go ahead, they would like to see mitigation measures, which have been incorporated throughout.

Most recently, four (4) parking spaces have been removed from the front of the proposed parking area on 19 Lynnwood Avenue to provide a greater minimum setback of 14.0 metres from the Lynnwood Avenue street line. The setback will allow additional dense landscaping to screen the parking area and all parking at 19 Lynnwood will be behind the front face of the existing dwellings on Lynnwood Avenue. The previous concept plan submitted provided a minimum of 9.0m setback from Lynnwood Avenue street line. Due to public comments in relation to providing additional landscaping, buffering and setbacks from existing dwellings fronting Lynnwood Avenue, the

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setback was increased from 9m to 14m. As a result, when the abutting neighbours exit their front door and look to the right or left, they will see landscaping and not parked cars.

McNally House's intent is to have a beautiful entranceway, with flowers and landscaping that builds from the elements of the Carolinian forest as well as cedars which are green, year-round. We want to capture the sense of serenity and the beauty of nature for the residents. It is our hope too that this will be experienced and enjoyed by our neighbours. This focus on beautiful gardens and landscaping also will be interpreted throughout the property with the numerous gardens and walking paths we have planned.

Although not required, two-metre, privacy fencing will be provided abutting existing residential properties. Lighting will be shielded and deflected away from residential properties. Other mitigation measures will be explored and implemented during the site plan process with Town staff.

**#9. Is the proposed expansion and related parking lots even compatible with the residential nature of the stable neighbourhood?**

The actual expansion is occurring on the existing property which is zoned Institutional. The Institutional campus with West Lincoln Memorial Hospital, Deer Park Villa, the Regional Long-Term Care facility, and McNally House have been existing within the stable neighbourhood for many years.

The proposed parking areas (i.e., Lot 39 Central Avenue and 19 Lynnwood Ave) are compatible with the neighbourhood through privacy fencing, appropriate setback distances and landscape buffering. We are confident that our beautification, landscaping, and gardens program will enhance the neighbourhood.

It should be noted that the Town's Official Plan indicates that Compatible Development does not necessarily mean the same or similar to development in the vicinity, but it is development that improves the character and image of an area, without causing any undue, adverse impacts on adjacent properties.

The proposed parking area and access will support a "*Community Facility*," which is a permitted use within the Low-Density Residential Area (LDR).

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From the Town of Grimsby Official Plan:

*The intent of Residential Neighbourhoods is to protect and enhance their existing character while, at the same time permitting some forms of new development that is compatible with existing development and improve the quality of life of existing and future residents of Grimsby (Section 3.4). The intent of the Low-Density Residential Area is to protect the stable residential neighbourhoods from significant redevelopment, while at the same time permitting ongoing evolution and rejuvenation (Section 3.4.1).*

Therefore:

- The proposed access and parking area on 19 Lynnwood Avenue is required to facilitate the proposed Hospice on “Institutional” lands. The proposed change of land use for 19 Lynnwood Avenue is in keeping with providing access and parking area to support a *Community Facility* which is a permitted use in the LDR.
- The proposed access and parking area is within a “Low Density Residential Area” that will be buffered with professionally designed landscaping to support permitted development on the adjacent parcel. No buildings are being proposed.
- Therefore, the proposed access and parking area on 19 Lynnwood Avenue to support the proposed development of a Hospice of “Institutional” lands conforms to the Town of Grimsby Official Plan.

**#10 How can a Parking Lot be permitted in a residential neighbourhood?**

Mr. Walter Basic, the Assistant Director of Planning for the Town of Grimsby, addressed this issue at the January 24, 2022, Public Meeting:

“I agree that a stand-alone parking lot is not permitted in a residential area, but this is a parking lot that is accessory to a use that is permitted in the residential area.”

The Zoning by-law amendment would ensure that the parking on 19 Lynnwood Avenue could only occur associated with the institutional use and could not become a stand-alone parking lot.

**#11. The current on-site parking lot for McNally House is not fully utilized, therefore, why is so much parking required?**

The need for 27 spots, associated with the new building, is based on the requirements of the Town of Grimsby’s Zoning By-law.

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Every effort has been made to maximize the number of spots on the Campus of Care site. The eight (8) parking spaces proposed on the Lot 39 Central Avenue property are necessary because McNally House's current lease agreement with Deer Park Villa Long Term Care for nine (9) parking spaces will be ending.

Modifications to the plans for the new building have enabled ten (10) on-site parking spots, enabling a reduction to 17 spots on the Lynnwood Avenue property.

In addition to being required under the Town's Zoning By-law, the proposed number of parking spaces will meet the demands of the hospice.

**#12 Can't the space contemplated for patios be used for parking?**

The patios adjacent to the resident rooms have been well utilized, especially during the summer months, and have been essential during COVID. During the lockdown, family members were able to visit their loved ones while on the patio, communicating with the family member through the screen door. The patios provide needed comfort for our residents.

It should also be noted that the patios contemplated with the new building have been designed to face the creek and away from the neighbours.

**#13 Will Lynnwood Avenue be made a "No Parking" street with the additional traffic that will be caused from the entrance to the future hospice?**

The provision of parking at 19 Lynnwood Avenue and Lot 39 Central Avenue will mean there will be ample parking on-site, so as not to create spillover (parking) on the nearby streets.

"No Parking" is a Town decision, often requested by the affected residents. Nonetheless, McNally House is ensuring that they have sufficient parking for their use.

**#14. Won't this expansion mean increased traffic?**

The proposed McNally House expansion is estimated to generate 19 vehicle trips in total. The Traffic Impact study completed by Paradigm Transportation Solutions Limited confirmed that both Central and Lynnwood Avenues have ample capacity to handle the additional trips.

Given our experience, and the nature of the services provided by McNally House, we anticipate the number of visitors to be understated and modest.

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**#15. Wasn't the traffic study conducted during the stay-at-home order for COVID and is, therefore, not accurate?**

The Traffic Impact Study accounted for impacts of COVID-19 to typical traffic patterns and considered a 20% increase.

It should be noted that Traffic Impact Study pertains to what impact the proposed McNally House expansion has on traffic numbers. It is not the purview of the Traffic Impact Study to account for traffic generated by other sites.

McNally House has also committed to a traffic monitoring program after the project is complete to validate the operational assessment. If the results of the monitoring program identify any concerns, McNally House will work with the Town of Grimsby to implement appropriate corrective measures.

**#16. There are no sidewalks or curbs and poor lighting on Lynnwood Avenue. Is Lynnwood Avenue suitable for this development?**

19 Lynnwood Avenue will be used for parking and an access drive with a width like a double-width residential driveway. Full landscaping will occur at 19 Lynnwood Avenue.

Traffic will be modest, and the facility will be quiet and self-contained within the Campus of Care.

After the zoning application, the project will still be subject to Site Plan Control, which is the appropriate time for the Town to request cash-in-lieu of a sidewalk for the frontage of 19 Lynnwood Avenue.

Ultimately, the provision of sidewalks on Lynnwood Avenue is a decision of the municipality and separate from this rezoning process.

**#17. Don't the Town's policies indicate that trees shall be maintained?**

The concern of environmental impacts to the natural heritage have been heard. The landscape, gardening, and beautification plan, subject to site plan control as approved by the municipality, will include Carolinian trees and pollinator plantings to contribute to an enhanced natural environment for the benefit of hospice residents and neighbours alike.

It appears that one (1) tree may be impacted by the installation of a central driveway from Lynnwood Avenue. Any removal will be compensated for, with a replanting on site, which complies with the Town's policy. Neighbours can be assured that the priority will be to protect and maintain existing trees as much as possible.

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**#18. Won't the presence of parking lots eliminate green space associated with residential areas?**

All efforts will be made to maintain and provide as much green space, as possible, in keeping with the enhanced gardens, landscaping and trails proposed on the site. McNally House has taken great pride in our landscaped gardens and has every intention of maintaining the same aesthetics on the properties in question. There will be sufficient space to protect existing green space and add new plantings and trees that can mature and further enhance the neighbourhood.

Where possible, McNally House is proposing landscape buffering greater than required by the municipality.

Although the McNally House expansion is on Institutional lands, the premise of hospice care is to create a home-like setting for clients and their families. The McNally House buildings will have a residential character.

**#19 Won't flooding be a concern?**

The Niagara Peninsula Conservation Authority (NPCA) is the approval authority related to floodplain impacts.

19 Lynnwood Avenue does not contain any regulated features and Lot 39 is sufficiently setback from the watercourse.

Regarding the site of the expansion on the Campus of Care, no concerns have been raised to date by the NPCA during the commenting process with the Town of Grimsby.

No infrastructure is proposed within the creek and preliminary engineering reports with respect to floodplain confirm that the proposed redevelopment can mitigate and control adverse impacts.

The proposed McNally House expansion will require a full Site Plan Control approval that will include civil engineering and environmental approvals to address the watercourse, flood lines and stormwater management. As per NPCA requirements, the floodplain limits will be identified on plan submissions to ensure works remain above the flood elevation.

Since its opening in 2008, McNally House has never had a flood and has two sump pumps that have not been activated.

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**#20 Will the project not have an environmental impact?**

Although not a requirement, McNally House, through its consultants, had a Scoped Environmental Impact Statement conducted. In their comments to the Town of Grimsby, the Niagara Region noted that the Zoning By-law Amendment applications align with the intent and direction of Regional and Provincial policies.

**#21 Won't property values of the nearby neighbourhood decrease?**

Rarely do property values decrease adjacent to facilities of this kind.

Being near the Campus of Care, that will provide a cross section of health care facilities, will likely lead to an increase in property values, as residents want to have close access to such services for the broader good of the overall community.

**#22. Won't the new two-storey building be looking into residential backyards?**

The proposed two-storey building is on the existing property, which is zoned Institutional. The existing institutional zoning permits a height of 9.0 metres, which is the equivalent of three (3) storeys, therefore, the two-storey building is permitted on the existing property, as of right, and is lower in height than what is permitted.

In addition, fencing, hedges, setbacks, and other mitigation measures will be instituted to maintain privacy for abutting residents.

**#23. Won't there be increased vehicles such as ambulances, garbage trucks etc., that will access the hospice at all hours of the night?**

McNally House currently receives garbage pick-up once every two weeks. The bi-weekly schedule will be unchanged. The garbage truck typically is on-site for approximately a minute and half.

Residents of the hospice arrive in patient transport, not by ambulance, and this occurs between the hours of 10:00 a.m. and 5:00 p.m. Medical supplies arrive once a week via car and pharmaceuticals are delivered in the standard manner by Shopper's Drug Mart.

Needless to say, McNally House is not the only operation on the Institutional Lands, nonetheless, the addition of four (4) end-of-life hospice beds, will have minimal impact on this type of traffic on the Campus of Care.

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**#24. Were alternate access points investigated?**

Yes. To maintain sole access from Central Avenue, for example, a number of potential internal parking locations were reviewed. Unfortunately, there were a variety of physical constraints such as land depth, the water course that runs through the property and the presence of the curve that could compromise traffic safety. These constraints effectively preclude access to the proposed expansion area, without an alternate access point.

McNally House contacted the Property Division of the Regional Municipality of Niagara under which Deer Park Villa operates to examine the possibility of constructing a private road within the Campus of Care. They expressed regret that they could not make it work for McNally House, as Deer Park Villa has the property dedicated for potential future expansion. Additional access via Central Avenue could have added \$1M to \$1.5M to the project cost to accommodate a bridge over the water course with the additional expenses of moving a transformer and fire hydrant.

A similar request was made to West Lincoln Memorial Hospital regarding possible access via Main Street, but their redevelopment plans were complete and could not accommodate additional access considerations.

Regarding the need to create an access on Lynnwood, Paradigm Transportation Solutions concluded that the use of the roadways (Central Avenue, Lynnwood Avenue) is projected to be below the daily threshold for the respective roads, the new driveway is forecast to operate within acceptable levels, even at peak hours, and the access proposed on Lynnwood Avenue is appropriate as it aligns with the existing and controlled T-intersection at Sunnylea Crescent.

**#25. How will the applicant ensure that the proposed parking lots will be restricted to McNally House users?**

It is in McNally House's interest to ensure that their designated parking spots are only utilized by their residents, loved ones, and staff. Therefore, as happens now, staff will continue to monitor its parking areas to ensure they are being restricted to McNally House staff and clientele. If necessary, appropriate signage could be considered.

**#26. Won't lighting from the proposed parking lots impact nearby residences?**

The Town of Grimsby has provisions in their Zoning and Property Standards By-laws that require lighting be arranged or shielded to deflect away from adjacent residential properties, which McNally House will certainly abide by. Site lighting is also part of the site plan approval process, which will further ensure no negative impacts on nearby residences.

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In addition, privacy fencing, which is not a requirement for zoning approval, will be installed along the common boundary between McNally House and the residential properties. McNally House is proposing two (2) metre, wood paneled fencing to ensure the privacy of abutting residential properties outdoor private amenity areas are protected. The proposed fence complies with the Town of Grimsby's Zoning By-law, which stipulates that the maximum permitted height for a fence in a residential zone is two (2) metres.

**#27. Much of the details on the McNally House expansion appear to be dealt with during the Site Plan process. What exactly does that entail?**

Site Plan Control is a planning tool municipalities use to manage community development and site elements.

At the January 24, 2022, Public Meeting, Mr. Walter Basic, Assistant Director of Planning for the Town of Grimsby succinctly explained the Site Plan process:

“Developers, consultants and planners try to arrange the site in such a way to minimize the impacts. We are never able to completely eliminate the impacts but whether the impacts generated by a new use are reasonable for the context of the site.”

The site elements that are applicable in the McNally House application are Landscape Plans, which would include plant materials list, Utility Plans, such as Lighting, Stormwater Management and building elevations and floor plans. Using the example of site lighting, during the Site Plan process, details, and the direction, positioning and height of lighting will be determined.